

Currents



Always There for You!

— BURBANK'S BILLION GALLON CHALLENGE —

WATERING SCHEDULE

[Up to 15 minutes per station before 9am or after 6pm]



APRIL to OCTOBER
2 DAYS PER WEEK
ON TUESDAY & SATURDAY



NOVEMBER to MARCH
1 DAY PER WEEK
ON SATURDAY



SPECIAL DROUGHT AND WATER QUALITY REPORT ISSUE

California's epic drought is in its fourth year with no sign of letting up. Governor Brown has declared a state of emergency and issued an Executive Order requiring 25% statewide water use reductions. For Burbank, that's **ONE BILLION GALLONS**. We will achieve this mandate, but only if every citizen and business in Burbank does their part. The first half of this issue covers Burbank's sustainable water use requirements and ways you can use water wisely.

The second half includes our annual Water Quality Report. BWP works hard to provide Burbank with safe drinking water at all times and to keep water costs as competitive as possible. **Did you know that Burbank has among the lowest water rates in the region?** To find out where your water comes from, how it's treated, and see testing results for 162 elements, just look inside.

BURBANK'S BILLION GALLON CHALLENGE



“BURBANK MUST SAVE A BILLION GALLONS OF WATER BY FEBRUARY 2016. THIS MAY BE THE WORST DROUGHT IN OUR HISTORY, BUT I HAVE FAITH THAT IT WILL BRING OUT THE BEST IN BURBANK.”

- BOB FRUTOS, MAYOR, CITY OF BURBANK

Dear Neighbors,

We are four years into the worst drought California has ever experienced. Governor Brown has mandated that Burbank's water use be reduced 28% by February 2016. We are part way there but still have 1 billion gallons to save. Not achieving our goal is simply not an option. Fines of \$10,000 per day may be assessed on Burbank if we are not successful. Saving 1,000,000,000 gallons is daunting and requires action by every citizen and business in Burbank.

Hard times call for difficult decisions. In response to this crisis, I am calling on everyone in Burbank to embrace water-saving habits: limit showers to five minutes, wash full loads, don't let water run unnecessarily when washing dishes, shaving, or brushing your teeth.

And, effective on June 1st, landscape watering in Burbank is limited to two days per week, Tuesdays and Saturdays only, through October.

Watering during cooler months (November to March) will continue to be limited to just Saturdays. Preserving our water for basic indoor uses, such as bathing, flushing, and washing, is the priority.

To ensure we all do our part, fines for not following Burbank's water wasting rules will be issued. Water is too precious to have it go to waste.

I encourage every Burbank citizen to go to **BurbankWaterAndPower.com** to get details on Burbank's water saving rules, water efficiency rebates, and ongoing updates on how much water we have saved toward our goal.

Thank you all for your responsiveness in this time of crisis.

- **Bob Frutos**
Mayor, City of Burbank

Burbank's Water-Saving Requirements – *It's the Law!*



NO! Watering on non-allowed days or for more than 15 minutes per irrigation station.



NO! Watering when the sun is up.



NO! Hosing down driveways, sidewalks and other paved surfaces. Use a broom instead.



NO! Overspray onto sidewalks, driveways, streets, etc.



NO! Leaving the hose running continuously while washing vehicles.



NO! Watering your lawn when it's raining...and for at least two days after the rain.



YES! Promptly repair irrigation and plumbing leaks.



YES! Cover your pool and spa when not in use.

PENALTY NOTICE

\$100 Fines for Wasting Water

It's true. After many months of sending out letters, calling and even making visits to the homes of reported water wasters, BWP is now issuing fines. Four years into a terrible drought, our hope was that awareness and education would be sufficient to stop Burbank residents and businesses from wasting water. But, even with multiple notifications, some neighbors continue water wasting practices.

Perhaps a \$100 fine will get their attention.

To the vast majority of you who diligently follow the requirements, **THANK YOU!** And, to those of you who ignore using water wisely, please know that there will be consequences for wasteful practices.

Please report water waste violations at BurbankWaterAndPower.com/report-water-waste.

Graywater 101

With California's unprecedented drought in full swing, we're getting some questions about the role that graywater could play in reducing water use. Graywater is untreated wastewater from bathtubs, showers, bathroom sinks, clothes washing machines, and laundry tubs; wastewater from kitchen sinks and dishwashers is not included. While certainly not suitable for drinking, graywater can be used for irrigation.

This is the easiest graywater system possible:

To use, just place the bucket in your shower or bathtub to capture water as it is heating up and while you are bathing. Then, use that captured water that would otherwise just go down your drains to water your plants and trees. Inexpensive and no permit needed. Easy peasy.



If you want to get fancy with graywater capture, the California Plumbing Code defines three types of graywater systems, each with different requirements. Depending on the type of graywater system you use, City and/or County permits may be required.

We are certainly not graywater experts, but there are many resources available for homeowners looking to capture and reuse their graywater. A good starting point is to review California Plumbing Code requirements. You can find this and other graywater related information at BurbankWaterAndPower.com.

Did You Know?

The average American uses about 40 gallons of water daily to bathe, wash dishes and clean clothes. This water almost always goes straight down the drain.



Cash rebates when you save water!

Rebates Available for Water-Saving Appliances

One of the best ways to save water is to use the most efficient equipment possible. High efficiency dishwashers, clothes washers and toilets save water with every cycle and every flush. Rotating nozzles and weather-based irrigation controllers help you save water outdoors. Generous cash rebates are available for these smart water-saving items, as well as for rain barrels. \$75 rebates are offered for rain barrels, virtually the entire cost of most barrels!

Go to BurbankWaterAndPower.com for information on all your rebate options!



What's YOUR Water Score?!

Every other month, 15,000 single-family households receive a one-page **Home Water Report** from BWP. The reports show the home's most recent water use compared against similarly sized Burbank homes with the same number of occupants, as well as water savings tips and program information. If you receive these reports, you can also go online to see your home's weekly, daily and even hourly water use. We're sorry if your home was not randomly selected to receive Home Water Reports this year; all single-family Burbank homes will receive the reports next year!

2014 ANNUAL WATER QUALITY REPORT

BWP is proud of our ongoing record of delivering high quality water to Burbank's residents and businesses for over 100 years. Burbank's water not only meets but surpasses all State and Federal drinking water standards.

This report shares the results of thousands of sample tests analyzed for over 162 elements that may be found in drinking water. One important section of this report includes educational information and precautions for people with health issues that require them to avoid certain constituents and/or contaminants.

If you have any questions about this report, please call Tony Umphenour at (818) 238-3500. For information on BWP's water conservation programs, visit us at BurbankWaterAndPower.com. You can also attend BWP Board meetings held at 164 W. Magnolia Blvd. on the first Thursday of each month at 5:00 p.m.

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

Այս տեղեկագիրը կը պարունակէ կարեւոր տեղեկութիւններ ձեր խմած ջուրին մասին: Հաճեցէք կարդալ կամ թարգմանել տալ:

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.



Water Sources

Burbank's drinking water comes from two different sources: local groundwater from the San Fernando Basin and water purchased from the Metropolitan Water District of Southern California (MWD). The Colorado River Aqueduct and the State Water Project comprise the imported water supplies purchased from MWD.

Burbank does not have ownership rights to the naturally occurring groundwater underneath the City and is dependent on imported water purchased from MWD.

However, Burbank receives a right to pump groundwater (groundwater credits) equivalent to 20% of the total water BWP distributes. These "Import Return Credits" represent the portion of the imported water that is applied to landscape irrigation and percolates down into the aquifer.

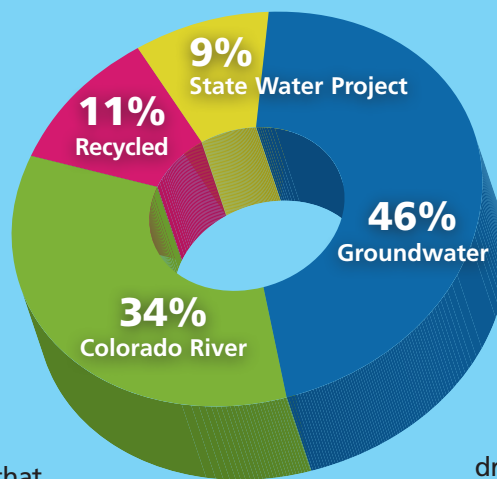
BWP can increase credits by purchasing less expensive untreated State Water Project water to spread at our Pacoima Spreading Grounds but because of the severe drought there was minimal water available for spreading. BWP, working with MWD and the Los Angeles Department of Water and Power (LADWP), in 2014 purchased untreated water in lieu of spreading and sent the water to LADWP for groundwater credits.

These credits allow BWP to pump from its groundwater wells. The groundwater is treated to remove volatile organic contaminants such as trichloroethylene (TCE) and tetrachloroethylene (PCE) before it enters the distribution system. Burbank has two treatment facilities, the Lake Street Plant and the Burbank Operable Unit (BOU) Plant. For the year 2014, 46%

of our total water supply came from groundwater that was treated solely at the BOU.

MWD operates its own treatment facilities for their surface water supplies before delivering them to Burbank. For the year 2014, 43% of the City's total water supply came from MWD's State Water Project and Colorado River treated sources. Both BOU and MWD treated sources meet all Federal and State drinking water standards.

**Burbank's 2014
Water Delivery Sources**



A valuable additional water resource for Burbank is recycled water which is distributed via an independent water system. The use of recycled water improves the sustainability of our water supply, conserves the vital resource of potable water, and expands the drought proof portion of our water supply. It is a reliable supply for the irrigation of our parks and golf course, as well as for cooling water at our Power Plant. In 2014, 11% of the city's total water supply came from recycled water.

A source water assessment was completed in December 2002 for both the groundwater and surface water supplies. The groundwater source is considered most vulnerable to the known contaminant plume, an unfortunate legacy of Burbank's aerospace industry. The source water assessment also found other possible contaminating activities, including automobile repair shops, petroleum pipeline, National Pollutant Discharge Elimination System (NPDES) permitted discharges, metal plating, underground storage tanks, plastics producers, airport, military installations, and automobile gas stations. The groundwater report is available for public review at the Water Engineering Office located in the BWP Administration Building at 164 West Magnolia Blvd.

Educational Information

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791) or visiting their Web site at epa.gov/safewater/.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly persons, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides** that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

Nitrate: Nitrate in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. BWP is responsible for providing high quality drinking water, but cannot control the variety of materials used in private plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead or at BWP's website **BurbankWaterandPower.com**.

2014 ANNUAL WATER QUALITY REPORT

MICROBIOLOGICAL SAMPLING RESULTS

MICROBIOLOGICAL CONTAMINANTS	Units	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
Total Coliform Bacteria (a)	%	5.0%	0%	0.75%	0	Naturally present in the environment
E coli	(b)	(b)	0	0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (c)	CFU/mL	TT	NA	1	NA	Naturally present in the environment

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

CONSTITUENT	No. of samples collected	Action Level (AL)	Public Health Goal (PHG)	90th percentile level detected	No. sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (d)	50	15	0.2	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm) (d)	50	1.3	0.3	0.18	0	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives

DISINFECTION BY-PRODUCTS AND DISINFECTANT RESIDUALS

PARAMETER	Units	State MCL (MRDL)	PHG (MRDLG)	Running Annual Average	Lowest – Highest (f)	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (e)	ppb	80	NA	19	10 – 42	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (e)	ppb	60	NA	4.1	ND – 15	By-product of drinking water disinfection
Chloramines (g)	ppm	(4)	(4)	1.9	0.2 – 2.8	Drinking water disinfectant added for treatment
Bromate (g)	ppb	10	0.1	2.8	4.4 – 13	By-product of drinking water disinfection

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (h)	Lowest – Highest (f)	Typical Source of Contaminant
INORGANIC CHEMICALS:						
Aluminum (i)	ppb	1,000	600	65	ND – 230	Residue from water treatment process; erosion of natural deposits
Arsenic	ppb	10	0.004	1.8	ND – 2.2	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1,000	2,000	92	ND – 112	Oil and metal refineries discharge; natural deposits erosion
Chromium	ppb	50	(100)	4.1	ND – 7.5	Discharge from steel and pulp mills; erosion of natural deposits
Chromium VI	ppb	10	0.02	4.2	ND – 6.8	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Fluoride						
Naturally occurring	ppm	2	1	0.48	0.45 – 0.51	Erosion of natural deposits
Optimal Fluoride Control Range						
Treatment-related	ppm	2	1	0.64	0.57 – 1.0	Water additive for tooth health
Nitrate (as N) (j)	ppm	10	10	4.0	ND – 4.9	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N) (j)	ppm	10	10	4.0	ND – 4.9	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES:						
Gross Alpha Particle Activity (k)	pCi/L	15	(0)	8.1	ND – 15	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	5.3	ND – 6.5	Decay of natural and manmade deposits
Combined Radium (l)	pCi/L	5	(0)	0.5	ND – 1.0	Erosion of natural deposits
Uranium	pCi/L	20	0.43	6.2	2 – 9.4	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (h)	Lowest – Highest (f)	Typical Source of Contaminant
Aluminum (i)	ppb	200	600	65	ND – 230	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	64	61 – 92	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	3.0	1 – 3	Naturally occurring organic materials
Odor	Units	3	NA	2.0	1 – 3	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	803	588 – 1010	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	114	63 – 238	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	500	325 – 641	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.06	0.03 – 0.06	Soil runoff

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (h)	Lowest – Highest (f)	Typical Source of Contaminant
Alkalinity	ppm	NA	NA	199	84 – 200	Erosion of natural deposits
Boron	ppb	NL=1,000	NA	133	110 – 160	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	73	26 – 83	Erosion of natural deposits
Chlorate	ppb	NL=800	NA	104	36 – 110	By-product of drinking water chloramination; industrial processes
Chromium VI	ppb	NA	0.02	4.2	ND – 6.3	Industrial waste discharge
Corrosivity	Al	NA	NA	13	12 – 13	Elemental balance in water
Hardness as CaCO ₃ (m)	ppm	NA	NA	275	114 – 310	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Magnesium	ppm	NA	NA	23	12 – 26	Erosion of natural deposits
Molybdenum	ppb	NA	NA	5.4	5.4 – 5.5	Erosion of natural deposits
N-Nitrosodimethylamine (NDMA)	ppt	NL=10	3	1.5	ND – 2.2	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	8.2	8.0 – 8.3	Acidity and alkalinity of water
Potassium	ppm	NA	NA	4.4	2.6 – 4.8	Erosion of natural deposits
Sodium	ppm	NA	NA	56	48 – 96	Refers to the salt present in the water and is generally naturally occurring
Strontium	ppb	HRL=1,500	NA	888	870 – 920	Erosion of natural deposits
Total Organic Carbon	ppm	TT	NA	1.15	ND – 2.7	Various natural and man-made sources
Vanadium	ppb	NL=50	NA	2.5	ND – 4.8	Naturally-occurring; industrial waste discharge
1,4-dioxane	ppb	NL=1	NA	0.7	ND – 0.78	Discharge from chemical factories

The following definitions may be helpful in your understanding of our Water Quality Report:

Maximum Contaminant Level (MCL):

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG):

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

Public Health Goal (PHG):

The level of a contaminant in drinking water below which there is

no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL):

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG):

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard (PDWS):

MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Treatment Technique (TT):

A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level (AL):

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Abbreviations:

AI = Aggressiveness Index; **CFU/mL** = Colony-Forming Units per milliliter; **HRL** = Health Reference Level; **NTU** = Nephelometric Turbidity Units; **N** = Nitrogen; **NA** = Not Applicable; **ND** = Not Detected; **NL** = Notification Level; **ppb** = parts per billion or micrograms per liter (µg/L); **ppm** = parts per million or milligrams per liter (mg/L); **ppt** = parts per trillion or nanograms per liter (ng/L); **pCi/L** = picoCuries per liter; **PHG** = Public Health Goal; **µS/cm** = microSiemen per centimeter

Footnotes:

(a) MCL for total coliform is no more than 5% of monthly samples are positive.

(b) *E. coli* MCL: The occurrence of 2 consecutive total coliform-positive samples, one of which contains *E. coli*, constitutes an acute MCL violation. The MCL was not violated in 2014.

(c) All distribution samples collected for 2014 had detectable total chlorine residuals and as a result no HPC's were required.

(d) Lead and copper compliance based on 90th percentile being below the Action Level. Samples were taken from

customer taps to reflect the influence of household plumbing. 50 homes were sampled in June/July 2014, none exceeded the action level for lead or copper. Water agencies are required to sample for lead and copper every 3 years according to EPA's Lead and Copper Rule.

(e) Compliance is based on Locational Running Annual Average which is the average of the last four quarters in 2014.

(f) The lowest and highest values from an individual source of water.

(g) Compliance is based on Running Annual Average which is the average of the last four quarters in 2014.

(h) Value shown is the average of the blended water (MWD water and local groundwater).

(i) Aluminum has primary and secondary MCL's.

(j) State MCL for Nitrate of 10 mg/L as N is equivalent to 45 mg/L as Nitrate.

(k) State MCL for Gross Alpha excludes radon and uranium. Compliance is based on adjusted gross alpha where radon and uranium are deducted.

(l) Standard is for Radium-226 and -228 combined.

(m) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 275 ppm for 2014 which is equivalent to 16 grains/gallon.

IMPORTANT WEB LINKS

California EPA: calepa.ca.gov

State Water Resources Control Board – Division of Drinking Water: www.waterboards.ca.gov

EPA (Groundwater and Drinking Water): epa.gov/safewater

Taking Home the **Gold!**

*BWP wins **THREE** prestigious awards*

It's been a banner awards season for BWP, with recognition coming on three different fronts!

First, BWP won **Best CIS Implementation** of any electric, water, wastewater, or natural gas utility in the nation. CIS stands for Customer Information System and if this doesn't sound like a big deal, trust us, it is! Housing customer and usage information, the CIS is a utility's backbone. Customer information systems are incredibly complex, with scores of moving parts and data requirements. In fact, about half of all CIS implementations fail, due to insufficient planning and testing, and "scope creep," where the goal keeps expanding. We kept our eye on the ball and from Day One only had one goal: 100% accuracy for the 645,000 bills we issue annually. We hit that goal and are so pleased to have received national recognition for our efforts!



BWP also took home some winning hardware for our groundbreaking **GridView** project. With **GridView**, BWP engineers broke the code in terms of understanding how to successfully predict transformer failures and, with this knowledge, prevent electrical outages from happening!

Using predictive software that BWP engineers helped create, we analyzed a massive amount of meter, transformer, and geographical information data to discover weak links in our transformer system. Before the summer hit, we systematically replaced every potentially problematic transformer. The end result: not one failure during last summer's heat wave! We had high hopes for our product, but the results far surpassed our expectations. Winning an award was icing on the cake!

View a short and fun animated video about **GridView** at BurbankWaterAndPower.com.

Last, the US Green Building Council's LA Chapter recognized BWP for **achieving LEED Platinum Certification for BWP's Electrical Services Building**. As announced at the awards ceremony, this building was the only municipal project in LA County in 2014 to achieve Platinum status, the highest level of green building certification. The Electrical Services Building joins two other LEED Platinum buildings on BWP's campus.

Above left: BWP's Calvin Clark (left) and Tim Hou (right) proudly holding **GridView** and **LEED** Platinum awards.

Above right: CIS Project Manager Teri Kaczmarek is all smiles with the **Best CIS Implementation** award!



Another ONEBurbank Success Story



ONEBurbank is a suite of BWP fiber optic services offered to Burbank businesses looking for exceptionally fast and reliable bandwidth. Visit **ONEBurbank** at **ONEBurbank.com**

MIS Sciences Corporation is a full-service information technology provider to a wide range of businesses. From start-ups to Fortune 500 companies and agencies like the Department of Homeland Security, MIS Sciences specializes in professional services, application development, managed hosting, disaster recover, and messaging services.

Jeff Willis, Chief Operating Officer for MIS Sciences Corporation, shares his experience with BWP's ONEBurbank fiber service:

It's essential for MIS Sciences to have reliable high-speed internet service to support both our in-house office staff and to give us sufficient capacity to connect and remotely administer the servers within our data centers. Our former service provider was not delivering either the bandwidth capacity we needed or the level of customer service we expected. Rick De La Torre, our Senior Network Engineer, researched alternatives and found Burbank Water and Power's ONEBurbank fiber offering. After price comparison and a review of the services available, we determined that ONEBurbank was the best solution for MIS Sciences.

BWP made our decision easy. They were quick to respond to our questions and demonstrated that ONEBurbank was the only viable answer for our needs. Not only did they set us up quickly, they overcame obstacles that other internet service providers told us were impossible. For example, BWP staff was able to think outside the box to figure out the best way to route service to our building. That made a big impression on our decision-making.

We are ecstatic about the service that ONEBurbank has delivered since Day One! The ability to use ONEBurbank's high-speed internet service is a significant consideration for keeping our business in Burbank.

BWP welcomes MIS Sciences as another satisfied ONEBurbank customer! Visit their website at MIS-Sciences.com for more information.



Above: Jeff Willis, Chief Operating Officer (standing, second from left), and Lauren Ross, President and CEO (seated), gather with MIS Sciences staff at their Burbank headquarters.



Always There for You!

**Please
use
water
and
energy
wisely.**

Postal Customer

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U.S. Postage
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Van Nuys, CA
Permit No. 72

ECRWSS



Follow BWP at twitter.com/BurbankH2OPower

Scan the barcode with your smartphone to go directly to our Twitter page.

**replace with
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How to **Contact Us.**

Customer Service: (818) 238-3700

Water Services: (818) 238-3500

Electric Services: (818) 238-3575

Conservation Services: (818) 238-3730

Street Light Outages: (818) 238-3575

After-hours Emergency: (818) 238-3778

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Visit us online at:
BurbankWaterAndPower.com

Always There For You!

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with ONE Burbank**